

January 3, 2014

XXXXXXXXX
PO Box XX
Hydeville VT 05750

Dear Mr. XXXXXX:

I'm writing to inform you that your name and social security number were included in an email sent to an Agency of Human Services (AHS) email distribution list that appears to have included all AHS employees and some contractors. While the email was opened by numerous AHS employees, a subsequent email was promptly sent that instructed recipients of the email to "hard delete" it (so that it didn't remain in their "delete" box).

I apologize for this error and want to assure you that confidentiality of client information is taken very seriously. The employee who was responsible for the error has been contacted to ensure that this does not happen again.

Though it is unlikely, it is possible that your social security number could be used for fraudulent transactions. Following are some suggestions about how to protect yourself:

1) Review your bank, credit card and debit card account statements carefully over the next 12 to 24 months and immediately report any suspicious activity to your bank or credit union.

2) Monitor your credit reports with the major credit reporting agencies:

Equifax
1-800-685-1111
PO Box 740241
Atlanta GA 30374-0241
www.equifax.com

Experion
1-888-397-3742
PO Box 2104
Allen TX 75013
www.experion.com

TransUnion
1-888-916-8800
PO Box 1000
Chester PA 19022
www.transunion.com

Under Vermont law you are entitled to a free copy of your credit report from each of those agencies once a year. Call the credit reporting agency if you find accounts you did not open, inquiries from creditors that you did not initiate or inaccurate personal information.

Again, please accept my apologies for exposing you to this potential risk and inconvenience. Please feel free to call me at (802)-769-6155 if you have any questions.

Sincerely,

Joanne Dunster
Benefit Programs Assistant Administrator/ESD HIPAA Liaison
Department for Children and Families
Economic Services Division